

# TRANSEND

August 2007

A magazine for employees, retirees and stakeholders of the Arizona Department of Transportation

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**Traveling on ADOT business?  
Consider taking the plane**

**Come fly with us**

*The ADOT plane, flying over Lake Powell, is available for any approved long-distance ADOT business travel.*

**Story on Page 3**



Victor Mendez  
Director

## Your value as an ADOT employee

So often employees take a look at their paycheck and see only the bottom line – their take-home pay. What we so often fail to consider are the benefits that go along with being a state employee. I am speaking of the total compensation package.

Last month, I discussed in this column, the recent 3 percent across the board increase and accompanying .25 percent performance incentive boost that all of us received in July. The approved increase in incentive pay brings that figure to 2.75 percent. Coupled with the additional 3 percent across the board pay hike, your net pay begins to look much brighter.

What I neglected to mention in my previous column is that the state has agreed to “hold harmless” state employees from any increased health insurance premiums. In order that your pay increase will not be reduced by rising insurance costs, the state elected to cover those increased premiums for you. This means that all of your 3 percent increase still goes home with you.

How much of a savings that represents depends on the individual employees and their elected insurance benefits. When you complete your open enrollment process this month [see story on page 5], consider the fact that you will be paying the same premiums as last year, while the state will absorb the increased costs.

Let’s take a look at other benefits that extend your spending power:

At ADOT, we encourage employees to improve their skills by taking advantage of educational development programs through our Human Resources Development Center (HRDC) and the Arizona Government University (AzGU). We offer tuition reimbursement programs for university, community college, and accredited Internet and correspondence courses. Other training programs include ITD Technical Training, Safety and Health Training, and the Local Technical Assistance Program (LTAP).

In Maricopa County, many employees take advantage of the public transportation Bus Card program that guarantees reduced rates for riding the bus. It all adds up.

State contributions to your retirement fund and Social Security extend your earning power after you leave state employment. These contributions have long-reaching benefits that you may not experience at the present, but they will be an asset to you in the future.

Consider the value of sick leave and family medical leave. Many employees experiencing medical emergencies, long-term illness or family crisis have benefitted from these valuable programs. The Employee Assistance Program provides valuable counseling assistance, crisis intervention, and community referral services.

All these and much more are programs, services, and benefits that extend the rewards of working for ADOT and the State of Arizona. I encourage you to look at more than just the bottom line. Your value to the agency is measured by more than your net pay.

I assure you that you are worth much more to ADOT and the citizens of Arizona.



TRANSEND is published monthly for the employees and retirees of the Arizona Department of Transportation, by the Creative Services Group of the Communication and Community Partnerships Division

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*All submissions for publication are subject to editing, for spelling, grammar, and technical accuracy; and may be rewritten for clarity, continuity, length and journalistic style.*



# Come fly with us



## Traveling on ADOT business? Consider taking the plane

By Ron Loar  
Editor

**M**ost employees working for the Arizona Department of Transportation have down-to-earth jobs. They go to work every day, sit in the same cubicle, stare at the same computer screen, and work with the same individuals. Others in ADOT drive trucks or heavy machinery, as they patch potholes, and hang guardrail, or repair signs and lighting on a daily basis.

Not so with two ADOT employees who have lofty jobs and most of the time have their heads in the clouds. Lou Hudgin and Rick Crosby, pilots of the ADOT plane, keep department executives up in the air.

Along with their supervisor, Ronald Thomas, flight operations manager, they work out of a hangar at Cutter Aviation on the west-end of Sky Harbor Airport in Phoenix. Together, they keep ADOT moving at a fast pace, cruising about 320 miles per hour.

Likely passengers on the Rockwell Twin Commander 690-B include State Transportation Board members who need to fly to state meetings, ADOT Director Victor Mendez and his staff, engineers, project managers and consultants to ADOT projects. The plane is also available to the governor and staff, according to the flight operations manager.

When not in use by ADOT, other agencies may lease the plane and the pilots for state business.

The aircraft seats five passengers and a crew of two. The turbo-prop plane has a wingspan of 46.5 feet and overall length of 44.5 feet.

Although he is not an aircraft pilot, Thomas is no stranger to planes. He retired after nearly 23 years of providing ground support with the U.S. Air Force. For the past eight years he has supervised flight operations for ADOT. He's a one-man administrative staff for the agency, scheduling flights, filing flight logs, maintenance reports, personnel records and FAA correspondence. He had been assigned for 10 years to the Engineering Consultants Section before being placed in charge of flight operations.

Thomas remembers when ADOT operated two airplanes with a staff of four pilots. "In 2002, budget cuts necessitated that we sell one plane and downsize to two pilots," he says.

The remaining plane flies on the average of 350 hours a year. "Ideally, we would like to maintain about 425 hours of flight time each year," according to Thomas. "We are looking to increase the use of the plane."

"New employees may not be aware that ADOT has a plane for business use," Thomas says. He believes that some long-term employees assume that their ORG will be charged for using the plane, and therefore avoid using it. "That is not the case. We are now funded with our own budget, and no longer do we charge back to the



*Pilot Lou Hudgin at the controls  
of ADOT's twin-engine airplane.*

*Continued on Page 4*

## Traveling on ADOT business? Take the plane

*Continued from Page 3*

individual ORGs. We are encouraging more employees to use our flight services to conduct ADOT business,” Thomas says.

“Time is money, and if the plane sits idle in the hangar, we are paying for hangar rental, insurance and pilots’ salaries without realizing any benefits,” Thomas makes a case for using the plane. “We need to make our services available for more ADOT business.”

He also argues that when two or more employees need to attend a meeting in a city distant from their work assignment post, “it makes more sense for them to fly to their destination.” He cites a recent trip where four ADOT employees and a consultant had to attend a meeting in Kingman. For them to drive there in separate vehicles, stay in a hotel, and eat meals out, it would have cost the state more than the cost of the plane trip. “We are saving the

state money by flying this plane. A 45-minute plane ride represents a significant savings in salaries, gasoline consumption, vehicle use, and lodging expenses,” Thomas contends. He points to comprehensive records to substantiate such a claim. “All we need is for passengers to give us advance notice to schedule the flights, and justify the purpose of the flight. We will take them there and bring them back.”

When not flying personnel, the crew is flying aerial photography excursions for ADOT. “Fifteen percent of our flight time is spent on photo missions,” Thomas says. The aerial photography is used for engineering plans, documenting highway construction progress, and for aerial mapping.

Lou Hudgin has been flying for ADOT for seven years. “I was born into an aviation family. My family has been flying since 1928,” says the Tucson native. He soloed at age 16, the youngest age at which one can do so, and has logged over 16,000 hours of flight time. He says he owned an airplane before he owned an automobile. Hudgin is also a certified aviation mechanic.

Rick Crosby has been flying for 20 years, the past six with ADOT. A Canadian by birth, Crosby’s first flying experience was as a youngster. “My father was a church pastor and our family would get flown into remote villages of the Northwest Territory.” He said the family would live for several months at a time among the native families while his father performed ministerial duties. His first commercial piloting job was flying in Northern Alberta and British Columbia. He has over 6,700 hours of flight time to his credit.

Both men hold FAA Airline Transport Pilot (ATP) ratings, the FAA’s highest awarded license.

The next time you need to take a business trip for ADOT, consider flying with the ADOT flight crew. “If there’s an airport near your destination,” we can get you there,” says the, flight operations manager, “Come fly with us.”



***Ronald Thomas, flight operations manager.***



***Rick Crosby, pilot, performs a routine maintenance check on the Rockwell Twin Commander.***

*To arrange a business flight  
with the ADOT crew, phone  
**602-220-9135***

# Employee Benefits open enrollment now on-line

**All Arizona state employees are being required this year to re-enroll for their benefits package as part of the open enrollment process, according to an announcement from ADOT's Human Resources Office. Open enrollment begins Aug. 13 and closes Sept. 10.**

"Whether or not you are modifying your existing medical, dental, vision, and/or life insurance coverage, you still must enroll," says Jennifer Selby, benefits liaison for ADOT's Human Resources office. "Employees who neglect to re-enroll will find themselves without benefits coverage after the deadline," she says.

*Cost of medical insurance coverage this year will be multi-tiered, based on whether the insured employee is single, married, or married with dependents. While some may find their insurance premiums may be less, no one should be charged more than the current rate of \$125.*

Detailed information packets discussing various tiers of coverage and costs are being mailed to employees' home addresses, and should arrive prior to the open enrollment start date of Aug. 13. "We encourage employees to review their existing coverage and discuss possible changes or additions to coverage with their spouses before completing the on-line form," Ms. Selby said.

Employees must enroll electronically using the Y.E.S. (Your Employee Services) website. Access the Y.E.S. site through a link on the ADOT Web page, or at [www.yes.az.gov](http://www.yes.az.gov). Follow directions on the website to establish

your personal account, including password.

"On-line forms are easy to use, eliminate errors and speeds up the enrollment process," according to Rochelle Moore, benefits liaison for the HR office. "Be certain to print out a copy of your enrollment form before filing the electronic form. Always keep a paper copy as proof of filing," she said.

The Arizona Department of Administration has established Open Enrollment Fairs throughout the state. Representatives from the provider agencies will be present during regular business hours to answer questions and provide information regarding coverage.

ADOT employees may attend Open Enrollment Fairs closest to their work place during their shift, with the approval of their supervisor.

Employees are encouraged to verify the accuracy of information on the Y.E.S. form. If any information is incorrect, please complete the *ASRS Change of Address* form and the *HRIS Input Document*, both of which can be found on the ADOT Net under the heading, Forms and Documents.

These completed forms must be submitted to the ADOT Human Resources Office, 206 S. 17<sup>th</sup> Ave., Suite 103, Mail Drop 151A, Phoenix, Arizona 8007.

For more information, contact the ADOT Human Resources office at the following telephone numbers:

**In the Phoenix Metro Area  
602-712-8188**

**Other areas in Arizona, call toll-free  
1-877-368-2947**

## OPEN ENROLLMENT FAIRS

*(Fairs will be held at these locations during regular business hours)*

**Arizona Department of Administration  
100 North 15th Ave., Phoenix**

**Monday, August, 20, and  
Wednesday, September, 5**

**University of Arizona, Tucson**

**Monday, August, 27**

**Arizona State University, Tempe**

**Wednesday, August 29**

**Northern Arizona University, Flagstaff**

**Thursday, September 6**



*Brings some offices onto Capitol Campus, reduces administrative costs*

## Offices relocated to new modular facilities in Phoenix

**M**asures to bring more ADOT operations to the Capital Campus, and to reduce administrative costs, came to fruition in July with the relocation of eight offices to new modular facilities at 1611 and 1615 W. Jackson St. in Phoenix.

The relocation process, impacts the following offices:

**Environmental Planning Group, Valley Project Management, and Roadside Development**, formerly located in the Engineering Building at 205 S. 17<sup>th</sup> Ave., are now in their new offices at 1611 W. Jackson St. **Natural Resources Management** moved from 2739 E. Washington St., to the 1611 address. **Traffic Engineering Group** and the **Traffic Design Section** have been moved from a leased facility at 2828 N. Central Ave. to the modular building at 1615 W. Jackson St.

Also occupying new space at the 1615 facility are the **Enhancement Group** and **Local Government Section**. Those staffs had been located in the Engineering Building. "Coordinating this transition was a monumental undertaking," said Roger Gorres, manager of

Facilities Management and Support Group. "We relocated nearly 150 employees, making sure all their furnishings and equipment was moved, and that their phone and fax numbers, and computers were installed properly. Information Technology Group personnel had all the technical and communication issues resolved before staff moved into their new offices," Gorres said. Jo Maher, senior architect and design manager, facilitated the design project with assistance from Sara Cramer, project manager.

Due to the relocation of these offices, mail drop numbers for some offices have been reassigned, according to Jason Piñero, supervisor of the Mail Room. (See graphic for specific information.) Telephone and fax numbers remain the same for all offices affected by the change.

Sam Maroufkhani, of the State Engineer's Office, said the relocation project was implemented to improve services and reduce administrative costs associated with leased office space. "Cost of the two modular buildings is less than what we were paying to lease suites in the North Central Avenue tower," Maroufkhani said.

Office space in the Engineering Building that was vacated in the transition will become occupied by other Intermodal Transportation Division services, according to Maroufkhani. While these offices were being moved to the modular buildings on Jackson Street, the Motor Vehicle Division Traffic Records Section was from 2828 N. Central Ave. to 4050 E. Cotton Center, Suite 15, near 40<sup>th</sup> Street and Broadway Road. This change was implemented as part of the decision to not renew the lease at the North Central Avenue tower, Maroufkhani said.

### WHERE TO FIND THEM

OFFICE	MAIL DROP
<b>1611 W. Jackson St.</b>	
Valley Project Mgt.	EM01
Environmental Planning	EM02
Roadside Development	EM03
Natural Resources Mgt.	EM04
<b>1615 W. Jackson St.</b>	
Traffic Engineering Group	063R
Traffic Design Section	061R
Enhancement Group	EM10
<b>4050 E. Cotton Center</b>	
MVD Traffic Records	064R

## Arizona Highways publisher honored at Governor's Conference on Tourism

**T**he publisher of *Arizona Highways* magazine, has been named to the Tourism Hall of Fame. **Win Holden** was one of nine tourism industry members to be recognized at the 27<sup>th</sup> Annual Arizona Governor's Conference on Tourism.



**Win Holden**

*Arizona Highways*, is an award-winning, full-color, glossy monthly publication of the Arizona Department of Transportation. The magazine also publishes calendars, travel books and other unique products that promote the spirit and beauty of Arizona and the Southwest.

"It is always such an honor and privilege to recognize these organizations and individuals that have gone above and beyond for the betterment of Arizona," said Margie A. Emmermann, director of the Arizona Office of Tourism. "These winners are true tourism industry leaders that have, through their dedicated efforts, advanced the Arizona travel business."

Emmermann and Kelly Paisley, deputy director of the Arizona Office of Tourism, presented the awards at a luncheon held July 11 - 13 at the Arizona Biltmore Resort in Phoenix.

Marshall Trimble, state historian, author, and educator, was bestowed a Lifetime Achievement Award at the conference.

Bruce Lange, general manager of the Westin Kierland Resort in Scottsdale, was named Tourism Champion of the Year; and Khalik Hussein of Loews Ventana Canyon Resort received a Spirit of Service award.

Corporate and special events receiving recognition for contributions to the Arizona tourism industry were Alliance for Audience, Southeastern Arizona Birding Trail, Bisbee's Mineral Heritage Exhibition; Border to Border Air Show, Arizona State Parks, and the Fiesta Bowl Festival.



**Employees retiring recently from ADOT, as reported by Human Resources, include:**

**Mary Arnold**, ITD, Field Reports, 10 years

**Carol Cates**, MVD, Tucson Enforcement, 23 years

**James D. Cullison**, MVD, Competitive Government Partnerships, 10 years

**Jane D. Cunningham**, ITD, Field Reports, 28 years

**JoAnn K. Felix**, MVD, Chandler, 32 years

**Marco A. Fierro**, ITD, Roadway Engineering Group, Pre-design Section, 14 years

**Raymond L. Hendrickson**, ITD, Traffic Operations Section, 22 years

**Kathryn Thomas Medoff**, MVD, Northern Region, 25 years

**Lawrence J. Roberts**, MVD, Yuma Port of Entry, 32 years

### WTS Welcomes Victor Mendez Director of the Arizona Department of Transportation



**August 9, 2007**  
**11:30 a.m. – 1:00 p.m.**  
**Phoenix Country Club**  
 NE Corner of 7th Street/Thomas Rd.  
**R.S.V.P. Required by August 6th**  
 to Kammy-Horne@URSCorp.com  
**\$30 members \$40 non-members**

RSVPs are required for this program. Space is limited.  
 Cannot guarantee accommodation for walk-ins. No-shows will be billed.

## Practical Ethics

### The ADOT Way

By Karen Mills and Dian Work

### Ethical decisions, difficult to make

Ethical decisions are not always easy to arrive at. How often we wrestle with our answers to seemingly simple questions regarding our qualifications on a job application, for instance. The accuracy (and honesty) of our answers may come under scrutiny, if not at the time of hire, then sometime later in our careers.

Such a situation happened with the administrator at the Detroit Zoo, who had claimed on his employment application that he held a Ph.D. After years of exemplary service and leadership, the governing body of the zoo was informed that the administrator had “misrepresented his doctorate degree.” An investigation by the zoo’s executive committee confirmed that the administrator had, in fact, completed a five-year doctoral course of study at a university, but that he did not finalize his Ph.D.

While it may seem like a small distinction between completing one’s course of study and actually receiving a diploma in that field, the fact remained that the zoo administrator had not been entirely honest on his employment questionnaire.

What comes under more serious scrutiny is the handling of the matter by the Detroit Zoological Society’s Board of Directors. It seems as

though the board endorsed the executive committee’s recommendation to retain the administrator in spite of allegations, citing his “outstanding track record, his many accomplishments, and the impact his leaving would have on the zoo, and the community.” The board chose only to censure him with a formal written reprimand that was made a part of his permanent personnel file. In addition, he was asked to work for 30 days without pay, and to make a public apology.

We circulated this account among a few ADOT leaders to get their opinions about the way that the Detroit Zoological Society’s Board of Directors handled the situation.

Of five ADOT leaders responding, four of them thought the zoo board acted improperly by not dismissing the administrator. These comments sum up the opinions of the majority of respondents:

To have someone at a high level of the organization misrepresent his credentials sends a poor message internally and externally . . . that the administrator may have received a higher salary because the board believed that he held a Ph.D.

and, the administrator’s falsification of the facts could be considered as fraud in that he was accepting additional compensation for a credential he had falsely claimed.

The dissenting ADOT manager believes the board’s decision to retain the administrator was a right choice, and that other employees of the zoo would view the action as favorable based on what appears to be a stellar career with many positive achievements for the zoo and the community.

Ethical decisions are often weighted by our moral standards, our life’s experiences, and our individual attachment to the situation. They are decisions not easily made. That is why it is important that we examine our own values and wrestle with our conscience before we find ourselves in a position of having to make difficult ethical choices.

## ELECTRICITY can turn you OFF!

### Take precautions when using electrical tools and appliances.

*This safety message brought to you by  
Your ADOT Safety Council*





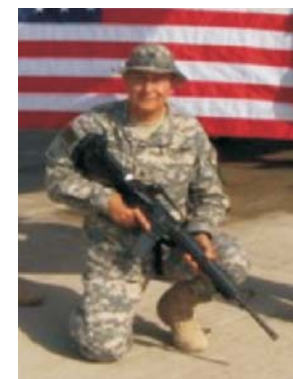
## Employees donate to Pack to School Drive



*Motor Vehicle Division employees take inventory of school supplies donated by ADOT workers for the Governor's Pack to School Drive. From left, Sherrie Christensen, Diana Rosenberry, Amanda Anderson, Laura Brock, and Wayne Beasinger, were just some of the MVD volunteers who assisted with the collection of school supplies that will benefit over 7,500 under-privileged school children as they return to the classrooms this Fall.*

## MVD officer serving with National Guard in Afghanistan

**A**t home in Arizona, he is known as Officer Ruben Adame with the Motor Vehicle Division. In Afghanistan, he is Sergeant Ruben Adame serving with the Arizona Army National Guard 1-285<sup>th</sup> Attack Reconnaissance Battalion.



*Sgt. Ruben Adame*

On the home front, Adame is an enforcement officer at the MVD's Willcox office in Cochise County. Before that, he had been stationed at the MVD Port of Entry on I-10 just inside the Arizona/New Mexico border. Officer Adame has been with the Motor Vehicle Division for 18 years

after nine-years of service in the U.S. Marine Corps.

Officer Adame said he is eager to return home to his wife of 22 years, Dawn, and their four children. He says he misses his friends and co-workers at the MVD. He went on active duty in January, 2006, and is anticipated to return to the United States in January, 2008.

## Benefit Options Mini-Health Screening

**Wednesday, August 15**

**8 a.m. – 11 a.m.**

**ADOT Boardroom 206 S. 17th Ave., Phoenix**

### FREE Basic Screening

- Height ● Weight
- Blood pressure ● Cholesterol  
(8-hour fasting required)
- Blood sugar ● Percent body fat

FREE osteoporosis screening for women 40 and older. (women under 40 – \$35 fee)

\$5 PSA screening (blood draw) for men 40 and older. (men under 40 – \$40 fee)

*Employee Identification Number (EIN) and insurance card must be presented*

**No appointment necessary**

## Milestones in Service

The following employees have attained milestones for their years of service:

### 35 Years

**Glenn D. Mara**, ITD, Traffic Engineering Group

### 30 Years

**Odelia C. Aguirre**, MVD, Globe / Claypool

**Rosalena G. Martinez**, TSG, Human Resources

### 25 Years

**Amir Bonakdar-Sakhi**, TSG, Procurement

**Dorothy R. Denny-Wirth**, MVD, Technical Support

### 20 Years

**Brennon R. Bradley**, ITD, Flagstaff District

**Linda S. Corrales**, MVD, Communications

**Donna J. Dailey**, Program, MVD, Budget Analysis

**Jannine B. Demaline**, ITD, Phoenix Maintenance District

**Marcela Felix**, MVD, Nogales

**Marta L. Raiford**, ITD, Roadway Pre-Design

**George E. Webb, Sr.**, ITD, Kingman Maintenance

**Theodore P. Wytroval**, TSG, Flagstaff Equipment Services

### 15 Years

**Cynthia Childers**, ITD, Development Support

**Joseph T. Throckmorton**, TSG, Information Technology Group

### 10 Years

**Diane Black**, MVD, Records

**Douglas T. Dewitt**, MVD, Chandler Dual Office

**Elizabeth A. Dube**, TSG, Financial System Management

**Richard L. Fratzke**, TSG, Information Technology Group

**Gerald W. Hayes**, ITD, Tucson Construction

**Donald E. Hopper**, MVD, Lake Havasu

**Janice K. Jennings**, ITD, Tucson District

**Kelly J. Lightfoot**, MVD, Kingman Port of Entry

**Ray H. Lynch**, ITD, Holbrook District

**Manuel S. Manriquez**, ITD, Phoenix Maintenance

**Mel E. Raney**, ITD, Flagstaff Construction

**Rick L. Renner**, MVD, Sanders Port of Entry

**Janice Robinson**, MVD, Mesa Main

**Ungyo L. Sugiyama**, TPD, Programming

**Galen A. Williams**, MVD, Page Port of Entry

## Partnering Evaluation Program (PEP) training classes ENROLL NOW!

Hands-on training for using the online PEP database

Classes will be at HRDC, Cholla Room, 1130 N. 22nd Ave., Phoenix  
from 8 a.m. to 12 noon

**Tuesday, August 14**

**Thursday, August 23**

**Wednesday August 29**

Limited  
seating  
Sign up NOW!

ADOT employees, contact your training coordinator  
Non-ADOT employees, e-mail Michelle Fink: [mfink@azdot.gov](mailto:mfink@azdot.gov)



## Comments and Kudos

The Constituent Services office of Communication and Community Partnerships routinely receives letters, e-mails and phone calls from citizens regarding transportation issues.

From a motorist comes this comment about litter along the highways:

*"Thank you for placing the [variable message] signs that read 'Don't trash AZ. Use your ashtray.' As I drive to and from work, I cannot believe the items I have seen thrown from vehicle windows: cigarettes, cups and waste from fast-food vendors; trash falling from pick-up truck beds, including tires, bottles, mattresses, anything and everything; and yard waste from lawn service trucks. Do we have a state law stating that drivers must securely cover any items in their trucks?"*

The writer also expressed concern about people riding in the back of pick-up trucks:

*"I am a nurse and I am shocked to see people riding in the back of pick-up trucks. I see this so often and can only think of the head, spinal injuries, and deaths that could result if the vehicle must stop suddenly."*

Fran Libby of Sun City, who is one of several hundred volunteers in the community service program known as Proud Residents Independently Donating Essential Services (PRIDES), wrote to say:

*"Thank you ADOT for cleaning up all the orange trash bags from PRIDES in Sun City. Thanks for cleaning up Sunland Boulevard yesterday. It looks great. I know how hard you work to keep things looking nice. Thanks for the great job."*

A Gila County resident expresses her pleasure with the State Route 87 maintenance project between Payson and Pine:

*Dear ADOT,*

*What a great job ADOT has done and is doing on Highway 87. The work you have done on the shoulder is top notch and has a very clean finish to it. It is refreshing to see a crew take pride in the finished product. It would have been so easy to just grate up and pack down gravel and dirt and be done with it. But they smoothed it out and finished it off.*

*Also, the wait-time to make it down the mountain was minimal. They [traffic controllers] didn't wait for a zillion cars to stack up either way before they led a group down the one lane.*

*In a time where finding fault and leaving negative feedback seems to be the norm, I just want all of you at ADOT to know that my husband and I appreciate the work you do and the efficiency in which you do it. Thanks again for a job well done and keep up the good work!*

*Sincerely, Jeanette Sindik*

Susan Ross telephoned to share her appreciation for the telephone assistance received from Tim Tait of Communication and Community Partnerships. Tait recently provided information to the Colorado resident when she inquired about construction along SR 51:

*I appreciate your follow-up concerning my interest in State Route 51. We were able to work with the City of Phoenix and go on their Web-site to look at maps of the proposed construction.*

*I am originally from Arizona and hope to get back there sometime.*

*Everybody in your office has been professional, friendly and helpful.*

*Thanks again for your valuable assistance.*

A Scottsdale resident writes:

*I'm thoroughly impressed with ADOT in many respects, but two of which impact me the most: timeliness and effectiveness of road construction; and constant communication about current and future projects.*

*I especially enjoy Doug Nintzel on the Beth and Bill Show in the mornings (he has a great sense of humor) where he takes questions and addresses current problems and future efforts; and when he appears periodically on news shows. I'm planning on moving back East in about 8 months and will miss all this open space and great freeways! Keep up the good work, ADOT!*

*Sincerely, Sue Hohmann*